

E-mail Subject: PSC Support Update

\* This message is being sent to all *EDFacts* Submitters - also available online at [www.ed.gov/edfacts/support.html](http://www.ed.gov/edfacts/support.html) \*

### **EDTech State Supplemental Survey Released in EMAPS**

Please be aware that *EDFacts* has released the *EDTech* State Supplemental Survey. Your state's *EDFacts* Coordinator and State Educational Technology Director should have already received an email notification and instructions. This survey's purpose is to collect metadata that will provide context and a better understanding of the educational technology (ED Tech) data that your state has submitted to ED. Through this survey within *EMAPS*, ED is asking State Educational Technology Directors to give brief explanations for their States' 2008-09 educational technology data. These explanations are needed to help the U.S. Department of Education interpret the data correctly. This covers data reported by your state on:

- Computers (N/X028)
- Technology personnel (N/X071)
- Eighth grade student technology literacy (N/X117)
- Integrated Technology Status (N/X131)

### ***Final Reminder for the 8/31/2010 PSC Online Meeting with States (Webinar)***

This month's meeting is being held later than usual to accommodate a *special agenda item to walk users through the CTE file submissions* which will be accommodated in the ESS release in October.

The purpose of this online meeting is to convey what states need to know about using *EDFacts* effectively including an update on PSC support, insight into recent state issues/solutions, what is on the horizon for *EDFacts* users, and the opportunity to pose questions to PSC management. Please keep your questions related to issues of general interest to all the states.

Webinar Date: Tuesday, August 31, 2010, from 3:00 – 4:00 PM EST

Please register using the following link:

<https://www1.gotomeeting.com/register/130755609>

After registering, you will receive a confirmation email containing the toll-free phone number and website link for joining the Webinar.

### ***Upcoming Due Dates and Reminder to Update SSP as Necessary***

No additional ESS files due in August

8/31/2010 - Updates for SY2008-09 CCD One-Year-Later Data

The Common Core of Data (CCD) at NCES is planning to update the 2008-09 state level Membership and Staff FTE data (so called one-year-later data) which will become the permanent and official statistics for state level counts. Please review your SY2008-09 state level Membership and Staff FTE data in *EDFacts* and make any necessary corrections by 8/31/2010. If your current data are accurate, no action needs to be taken. Data submitted after 8/31/2010 will NOT be used for the official 2008-09 statistics.

#### 9/23/2010 – EDTech State Supplemental Survey Due in EMAPS

#### 9/30/2010 - SY2009-10 Files Due

N/X028 Computer

N/X132 School End of SY Status

*NOTE: When a state is granted an extension request to submit a specific file later than the due date, this does not imply that the due date itself will change. LEAD015 in ERS will calculate timeliness and completeness based on the established due date (or due date + 7 days beginning with SY2009-10 files due September 30). See TIP0002 for more information.*

#### ***EDFacts System Status***

This is to provide the current status of the EDEN Submission System (ESS) data:

ESS Status (weekly statistics from Wednesday to Wednesday)

System Status: ESS system is up and running

Files Received: 57

Files Processed: 40 (1 superseded, 16 had errors)

Average File Processing Time: 6 minutes, 11 seconds

#### ***Support Issues, Solutions, and Metrics***

The following is provided to give you some insight into issues being handled by your Partner Support Center (PSC):

##### New Issues Affecting Multiple SEAs

1. Other: State would like to know if there has been a decision concerning sending EDFacts Coordinators to the SLDS meeting. At the summer data conference Ross Santy indicated that one option for the EDFacts fall meeting was to marry with the SLDS meeting. Do you have any additional information?" Status: At this time there is no funding for EDFacts coordinators to attend the SLDS meeting, but PIMS is exploring options to do this with NCES. States will be notified if funding becomes available.
2. Other: State had trouble accessing the ED Data Express portal at <http://www.eddataexpress.ed.gov>. Status: The EDFacts PSC does not support ED Data Express since it is hosted and maintained by a separate organization. In order to report this outage you may call 800-USA- LEARN or email [eddataexpress@ed.gov](mailto:eddataexpress@ed.gov).
3. ERS: The user wanted to know if there was a way to view the progress of other states compared to theirs in terms of submission of files to ESS. Status: The PSC

informed the user that their *EDFacts* Coordinator can run a LEAD012 report which would show the progress of each state.

New or Updated Knowledgebase Solutions (in attached files)

1. TIP0025 Clarification on migrant student counts to include in NX132

Average Time to Resolution (excluding weekends, 6 week rolling average)

Tickets requiring escalation: 31.90 days

Tickets not requiring escalation: 0.83 days

Thank you,  
PSC

*EDFacts* Partner Support Center

Telephone: 877-457-3336 (877-HLP-EDEN)

Fax: 888-329-3336 (888-FAX-EDEN)

TTY/TDD: 888-403-3336 (888-403-EDEN)

[EDEN\\_SS@ed.gov](mailto:EDEN_SS@ed.gov)

[www.ed.gov/edfacts/support.html](http://www.ed.gov/edfacts/support.html)

For general feedback on PSC support, contact:

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